Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	Medium	FCR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 2	1 1	3 3
		Wayne Andersen	3 3	0 0	3 3
		Assigned to Individual Total	5 5	1 1	6 6
	Help Desk	Vicky Marrelli	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro D Desktop Support	Greg Clawson	55 54	0 0	55 54
		Rod Tucker	29 29	0 0	29 29
		Assigned to Individual Total	84 83	0 0	84 83
	Technical Lead/Project Manager	John Stephenson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	James Gifford	1 0	0 0	1 0

Alcoholic Beverage Control

			Low	Medium	FCR Total
Alcoholic Beverage Control	Voice Operations	Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		93 89	1 1	94 90
Customer Company Total			93 89	1 1	94 90

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	Medium	MIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 1	1 0	3 1
		Wayne Andersen	3 0	0 0	3 0
		Assigned to Individual Total	5 1	1 0	6 1
	Help Desk	Vicky Marrelli	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Greg Clawson	55 0	0 0	55 0
		Rod Tucker	29 0	0 0	29 0
		Assigned to Individual Total	84 0	0 0	84 0
	Technical Lead/Project Manager	John Stephenson	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	James Gifford	1 0	0 0	1 0

Alcoholic Beverage Control

			Low	Medium	MIR Total
Alcoholic Beverage Control	Voice Operations	Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		93 2	1 0	94 2
Customer Company Total			93 2	1 0	94 2

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	Medium	ATTIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 0.93	1 0.00	3 0.62
		Wayne Andersen	3 0.15	0 0.00	3 0.15
		Assigned to Individual Total	5 0.46	1 0.00	6 0.39
	Help Desk	Vicky Marrelli	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Greg Clawson	55 0.00	0 0.00	55 0.00
		Rod Tucker	29 0.00	0 0.00	29 0.00
		Assigned to Individual Total	84 0.00	0 0.00	84 0.00
	Technical Lead/Project Manager	John Stephenson	1 8.21	0 0.00	1 8.21
		Assigned to Individual Total	1 8.21	0 0.00	1 8.21
	Voice Operations	James Gifford	1 0.52	0 0.00	1 0.52

Alcoholic Beverage Control

			Low	Medium	ATTIR Total
Alcoholic Beverage Control	Voice Operations	Romanza Hamblin Sorensen	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	2 0.34	0 0.00	2 0.34
	Assigned Group Total		93 0.12	1 0.00	94 0.12
Customer Company Total			93 0.12	1 0.00	94 0.12

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MR Total**
Alcoholic Beverage Control	Application Support	Chris Christensen	2 0	1 0	3 0
		Wayne Andersen	3 0	0 0	3 0
		Assigned to Individual Total	5 0	1 0	6 0
	Help Desk	Vicky Marrelli	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Greg Clawson	55 0	0 0	55 0
		Rod Tucker	29 0	0 0	29 0
		Assigned to Individual Total	84 0	0 0	84 0
	Technical Lead/Project Manager	John Stephenson	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	James Gifford	1 0	0 0	1 0

Alcoholic Beverage Control

			Low	Medium	MR Total
Alcoholic Beverage Control	Voice Operations	Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		93 1	1 0	94 1
Customer Company Total			93 1	1 0	94 1

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 0.93	1 0.00	3 0.62
		Wayne Andersen	3 0.15	0 0.00	3 0.15
		Assigned to Individual Total	5 0.46	1 0.00	6 0.39
	Help Desk	Vicky Marrelli	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	1 0.09	0 0.00	1 0.09
	Metro D Desktop Support	Greg Clawson	55 0.07	0 0.00	55 0.07
		Rod Tucker	29 0.00	0 0.00	29 0.00
		Assigned to Individual Total	84 0.04	0 0.00	84 0.04
	Technical Lead/Project Manager	John Stephenson	1 8.84	0 0.00	1 8.84
		Assigned to Individual Total	1 8.84	0 0.00	1 8.84
	Voice Operations	James Gifford	1 0.52	0 0.00	1 0.52

Alcoholic Beverage Control

			Low	Medium	ATTR Total
Alcoholic Beverage Control	Voice Operations	Romanza Hamblin Sorensen	1 0.76	0 0.00	1 0.76
		Assigned to Individual Total	2 0.64	0 0.00	2 0.64
	Assigned Group Total		93 0.18	1 0.00	94 0.17
Customer Company Total			93 0.18	1 0.00	94 0.17

Alcoholic Beverage Control

Detail

INC000000595922	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	3.75
INC000000596212	Anita Knowley	Telecom	Call/Receive	Telephone		TIR Missed: No	0.52
	Voice Operations	James Gifford	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.52
INC000000602073	Vera D Pitt	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000603105	Liquor Store 13	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000603246	Justin Broderick	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000604051	Liquor Store 29	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000604326	Vera D Pitt	Application	Error	None		TIR Missed: No	0.46
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.46
INC000000604516	Liquor Store 03	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000604646	Liquor Store 04	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000604652	Liquor Store 18	Network	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000604663	Liquor Store 23	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000604666	Liquor Store 41	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000604794	Liquor Store 14	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000604795	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605540	Liquor Store 27	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605662	Liquor Store 27	Network	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000605672	Liquor Store 12	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605674	Liquor Store 22	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605789	Liquor Store 44	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605957	Liquor Store 27	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605958	Liquor Store 02	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605981	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605982	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605983	Liquor Store 44	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605989	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000605994	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000606592	Val Dunaway	Application	Error	Gmail		TIR Missed: Yes	8.21
	Technical Lead/Project Manager	John Stephenson	Alcoholic Beverage Control	Low	Closed	TTR Missed: Yes	8.84
INC000000606933	Vera D Pitt	Application	Error	None		TIR Missed: Yes	1.86
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	1.86
INC000000607021	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000607028	Liquor Store 24	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000607034	Marjean Short	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000607038	Liquor Store 11	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000607045	Liquor Store 44	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control								
INC000000607127	Liquor Store 16	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000608119	Liquor Store 19	EIS Hardware	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000608123	Liquor Store 12	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000608545	Liquor Store 35	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000608567	Liquor Store 36	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000608639	Liquor Store 30	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000608640	Liquor Store 30	EIS Hardware	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000608809	Liquor Store 01	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000609167	Liquor Store 08	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000609178	Charlotte Evans	Network	Password	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000609179	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000609181	Val Dunaway	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000609381	Liquor Store 03	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000609421	Liquor Store 34	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000609762	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000610462	Liquor Store 32	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000610468	Liquor Store 07	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00

Alcoholic Beverage Control

INC000000610476	Liquor Store 32	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000610503	Bonnie Healey	None	None	None		TIR Missed: No	0.00
	Application Support	Chris Christensen	Alcoholic Beverage Control	Medium	Closed	TTR Missed: No	0.00
INC000000610860	Bonnie Healey	None	None	None		TIR Missed: No	0.00
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611044	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611141	Liquor Store 38	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611142	Liquor Store 25	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611143	Liquor Store 06	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611183	Liquor Store 27	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611195	Liquor Store 35	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611196	Liquor Store 18	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611198	Liquor Store 24	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611647	Liquor Store 24	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611718	Liquor Store 27	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000611848	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000612314	Liquor Store 36	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000612339	Liquor Store 29	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000612723	Val Dunaway	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

ID	Location	Category	Type	System	Priority	Status	TIR Missed		TTR Missed		Value
INC000000613809	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000613812	Liquor Store 41	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000613814	Liquor Store 41	Application	Error	Triversity Point-of-Sale			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000614141	Liquor Store 30	Application	Error	Triversity Point-of-Sale			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000614146	Liquor Store 07	Application	Error	Triversity Point-of-Sale			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000614169	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000614416	Liquor Store 30	Print/Copy/Scan/Fax	Error Code	None			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000614422	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000614538	Penny Hulse	Application	Password	State Payroll Time Entry System			TIR Missed:	No			0.00
	Help Desk	Vicky Marrelli	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.09
INC000000614683	Liquor Store 32	Application	Error	Triversity Point-of-Sale			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000614703	Liquor Store 03	Application	Error	None			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000614755	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000615357	Liquor Store 40	Network	Incident	None			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000615370	Liquor Store 15	Application	Error	Triversity Point-of-Sale			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000615515	Liquor Store 19	Application	Error	Triversity Point-of-Sale			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000615524	Liquor Store 24	Application	Error	Triversity Point-of-Sale			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00
INC000000615528	Liquor Store 16	Application	Error	Triversity Point-of-Sale			TIR Missed:	No			0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed:	No			0.00

Alcoholic Beverage Control

INC000000616130	Liquor Store 40	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000616141	Liquor Store 40	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000616146	Liquor Store 40	Network	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000616155	Liquor Store 24	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000616391	Liquor Store 34	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000616652	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000616979	Anita Knowley	Telecom	CrossTalk/Noise/Static	Telephone			TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.76
INC000000617650	Liquor Store 19	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000617654	Liquor Store 08	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000617668	Liquor Store 25	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00